

## **Fees, Charges and Refunds Policy and Procedure**

### **Policy Statement**

Deltawest Training will not require a prospective or current learner to pre-pay fees in excess of a total of \$1500 (being the threshold pre-paid fee amount) either directly or through a third party. As a result there will be no requirement for fee protection as outlined in Schedule 6 to the *Standards for RTOs 2015*.

Employers who pay student fees are not subject to this requirement and can pre-pay fees for multiple students without restriction.

A Schedule of Fees and Charges will be kept current and provided to enrolling students or published on Deltawest Training's website at the discretion of the CEO. Fees and charges will be regularly reviewed and will be subject to alteration at the discretion of the CEO.

Deltawest Training will require a deposit from students at enrolment with the remainder on commencement and will provide a fair and reasonable refund policy which will be available to current and future students on request.

### **Responsible Person / Authority to Change**

Chief Executive Officer

### **Link/s to Regulatory Requirements**

*Standards for RTOs 2015*: Schedule 6 and Clauses 5.3 and 7.3.

### **Procedure:**

#### **1. Fee for Service:**

- Course fees must be paid in advance by individuals or their employers. A deposit is required prior to enrolment to secure a student's place on the course, with the remaining fees to be paid on or before the first day of training.
- Fees may be paid by Credit Card, EFT or BPay. Cash or cheques are not accepted.
- Individuals experiencing hardship can discuss alternative payment arrangements with the CEO. Arrangements are at the absolute discretion of the CEO
- Regardless of alternative arrangements all fees must have been paid prior to the conclusion of the course.
- Statements of Attainment can only be issued by Deltawest Training when all fees have been paid.

#### **2. Unit Credit and Exemptions**

- Deltawest Training does not charge a fee for granting credit for units of competency already completed elsewhere or for granting exemptions for equivalent units held. (Credit is not applicable for courses consisting of a single unit of competency)
- Whenever multiple units have been clustered for delivery and assessment, there is no reduction in the course fee or the requirement to attend the course for the required hours, on the basis of individual units within the cluster having been completed.

### **3. Funded Courses:**

- If government funding applies to a course, Deltawest Training will comply with the fees and refunds requirements of any government contract.
- If fees are to be paid by organisations such as Job Network providers, these organisations will be required to pay on invoice, generally within 30 days.

### **4. Other Charges:**

- Replacement Statements of Attainment will incur a charge.
- Replacement learning materials will incur a charge plus postage (if applicable).
- Two assessment attempts will be included in the course fees. If additional coaching and assessment is needed after this, it will be charged at an hourly rate. Alternatively, students may re-enrol and undertake the course again, paying the applicable course fee.

### **5. Refunds:**

- Refunds for non-attendance or withdrawal from the course will be determined on a sliding scale depending on the amount of notice provided.
- If notice of withdrawal/cancellation is received in writing at least 10 working days prior to course commencement, a full refund minus an administration fee will be provided.
- If notice of withdrawal/cancellation is received in writing at least 5 days prior to course commencement, a 50% refund will apply.
- No refund will apply if withdrawal/cancellation occurs less than 5 days prior to course commencement and no refund will apply if withdrawal occurs after course commencement.
- Fees related to an application for recognition of prior learning (RPL) are non-refundable.
- If Deltawest Training cancels a course those enrolled will be offered a place in another course or provided with a full refund. No administration fee will be deducted.
- Deltawest Training reserves the right to cancel or re-schedule its courses due to unforeseen circumstances or if enrolment numbers do not support a viable course. Anyone already enrolled will be offered a transfer to a later course or a full refund. No administration fee will be deducted.
- If Deltawest Training closes or stops delivering a course, current participants will be awarded a Statement of Attainment if a unit has been completed, a refund for units not completed, and assistance with enrolment at another RTO to complete their units.

### **Links to other systems, processes, or documents:**

- Schedule of Fees and Charges
- Student Handbook
- Website
- Granting Credit and Exemptions policy and procedure
- Assessment policy and procedure.
- Agenda/Minutes template.